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THE UNITED STATES PATENT OFFICE REQUESTED TO IMPRESS ITS STAMP ON THIS CARD AND PLACE SAME IN THE OUTGOING MAIL TO SHOW THE FOLLOWING PAPERS HAVE BEEN RECEIVED.

Atty Dkt. No.: 9D-EC-19348

Applicant: Ruppelt et al.

Serial No.: 09/480,589

Filed: January 10, 2000

For: METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING

PATENT  
9D-EC-19348

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Associate Power of Attorney and Change of Correspondence Address (1 pg.)

Change of Correspondence Address Form (1 pg.)

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**ASSOCIATE POWER OF ATTORNEY AND  
CHANGE OF CORRESPONDENCE ADDRESS**

Commissioner for Patents  
Washington, D.C. 20231

The undersigned, **H. Neil Houser**, having been appointed attorney-of-record in the above identified application hereby appoints the following attorneys or agents, with full power of substitution and revocation, to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

John S. Beulick, Reg. No. 33,338; Patrick W. Rasche, Reg. No. 37,916; Michael Tersillo, Reg. No. 42,180; Bruce T. Atkins, Reg. No. 43,476; Thomas M. Fisher, Reg. No. 47,564; Robert B. Reeser III, Reg. No. 45,548; Daniel M. Fitzgerald, Reg. No. 38,880; Gordon F. Sieckmann, Reg. No. 28,667, all of Armstrong Teasdale LLP, One Metropolitan Square, Suite 2600, St. Louis, MO 63102.

This power of attorney appointment does not revoke previously granted powers of attorney, and all previously granted powers of attorney remain in effect.

Please direct all correspondence in connection with said application to:

John S. Beulick  
Armstrong Teasdale LLP  
One Metropolitan Square, Suite 2600  
St. Louis, MO 63102

Respectfully submitted,

H. Neil Houser, Reg. No. 28,859  
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Date: 12/14/01

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